



Hotline Tips

For Medical Services Providers

F248-040-000 [08/2004]

Are you using L&I's Interactive Voice Response Message System and Provider Hotline to your best advantage? Please read on for tips to help you quickly obtain answers to claims and billing questions.

1-800-831-5227 Interactive Voice Response Message System

For most claim and billing questions, your first stop should be the automated Interactive Voice Response (IVR) Message System. Use your provider account number and a touch-tone telephone to access information on the status of State Fund claims, allowed/denied diagnosis and procedure codes, current bill status and the name of claim managers and their phone numbers. The IVR line is available weekdays between 6 a.m. and 7 p.m. Your *Attending Doctor's Handbook* provides details.

1-800-848-0811 Provider Hotline

Medical treatment adjudicators staffing the Provider Hotline can answer your questions on bill payment or denial, provider bulletins and updates, the Medical Aid Rules and Fee Schedule, and applicable sections of the Washington Administrative Code (WAC) or Revised Code of Washington (RCW). The Provider Hotline operates from 8 a.m. to 5 p.m. weekdays.

Provider Hotline staff also authorize radiology services and diagnostic testing such as arthrograms, myelograms, bone scans, ct scans, EMGs and NCVs. Hotline staff also assist you by authorizing medical services such as outpatient, non-targeted surgeries; consultations; orthotics; prosthetics; durable medical equipment; hearing aid services; physical therapy; and massage therapy.

1-800-541-2894 Utilization Review (UR)

Requests for review of inpatient procedures and targeted outpatient procedures as outlined in Provider Bulletin 02-04 should be initiated through our UR contractor, Qualis Health (formerly PRO-West).

Fax: 1-877-665-0383

1-800-999-TENS Tens Rental/Purchase

(1-800-999-8367)

Requests for Transcutaneous Electrical Nerve Stimulator (TENS) units should be initiated through Performance Modalities, Inc.

1-800-762-3716 Crime Victims Claims

Questions about crime victims claims should be directed to the Crime Victims' Compensation program at Labor and Industries.

206-398-8100

(or 206-398-8200)

Federal Claims

Questions about federal claims should be directed to the U.S. Department of Labor.

What does the coding tell me about a claim?

- ✓ State Fund claims begin with the letters **B, C, F, G, H, J, K, L, M, N, P, X** or **Y** followed by six digits or **AA** followed by five digits. Department of Energy claims have seven digits with **no** preceding letter.
- ✓ Self-insured claims begin with an **S, T** or **W** followed by six digits or **SA** followed by five digits. Questions about self-insurance claims should be directed to the employer, the employer's service representative or the Self-Insurance section of Labor and Industries at 360-902-6901.
- ✓ Crime Victims claims begin with a **V** followed by six digits or **VA, VB, VC, VH, VJ** or **VK** followed by five digits.
- ✓ Federal claims begin with **A13** or **A14**.

Tips for top service from the Provider Hotline

- ✓ If you are calling for an authorization, please be ready with your provider number, the claim number, procedure codes, dates of service, referring physician and basis for the request.
- ✓ If you are calling about a specific bill, the 17-digit Internal Control Number (ICN) and total bill charge will help us locate the bill more quickly. Please refer to your "Remittance Advice" or the IVR for information on bills submitted within the last 60 days. Remember that L&I is unable to process bills with dates of service more than a year old.
- ✓ Any corrections to your remittance advice need to be brought to L&I's attention within 60 days after you receive it or the payment becomes final and binding. The remittance advice outlines your protest rights.
- ✓ Provider Hotline staff cannot transfer calls from toll-free lines.
- ✓ Provider Hotline staff request that you limit your inquiries to five or fewer claims to allow other callers access to the available staff.

Where do injured workers call for information?

- ✓ Questions from injured workers should be directed to the automated IVR line at 1-800-831-5227, the Office of Information and Assistance (OIA) at 1-800-LISTENS (547-8367) or the worker's claim manager.

Visit the L&I web site at www.LNI.wa.gov

This document is available in other formats to accommodate persons with disabilities. For assistance, call 1-800-547-8367. TDD users, call 360-902-5797. Labor and Industries is an Equal Opportunity Employer.

